

## WHAT IS CLAIMED IS:

1. A remote negotiation apparatus which causes,  
before providing a service including sales of  
merchandise, a provider of the service and a receiver  
5 to do remote negotiation through a communication  
environment, comprising:

a control unit which displays a window of a  
predetermined format corresponding to a commercial  
transaction document related to providing of the  
10 service on both a first operation terminal used by the  
provider and a second operation terminal used by the  
receiver and, as information contents necessary for  
finishing the commercial transaction document are input  
by the provider to the window displayed on the first  
15 operation terminal, reflects the input information  
contents to the window displayed on the second  
operation terminal to present the information contents  
to the receiver.

2. The apparatus according to claim 1, wherein said  
20 control unit requests an approval operation by the  
provider for each of the information contents before  
reflecting the input information contents to the window  
displayed on the first operation terminal, and when the  
approval operation is not performed, restricts the  
25 receiver to input the next information contents  
necessary for finishing the commercial transaction  
document to the window displayed on the second

operation terminal.

3. The apparatus according to claim 1, wherein said control unit requests an approval operation by the receiver for each of the information contents before  
5 reflecting the input information contents to the window displayed on the second operation terminal, and when the approval operation is not performed, restricts the provider to input the next information contents necessary for finishing the commercial transaction  
10 document to the window displayed on the first operation terminal.

4. The apparatus according to claim 1, wherein every time the information contents necessary for finishing the commercial transaction document are input, said  
15 control unit executes at least one of voice output and highlighting related to the information contents on one of the first and second operation terminals, on which the window to which the input information contents should be reflected is displayed.

20 5. The apparatus according to claim 1, wherein when all information contents necessary for finishing the commercial transaction document are input, said control unit displays all the input information contents on the first and second operation terminals at once and  
25 requests a confirmation operation for transaction contents specified by the commercial transaction document finished by all the input information

contents.

6. The apparatus according to claim 1, wherein the commercial transaction document is at least one of an estimate, a contract, and a purchase order which  
5 decides an amount related to providing of the merchandise.

7. A remote negotiation method of causing, before providing merchandise including a service, a provider of the merchandise and a receiver to do remote  
10 negotiation through a communication environment, comprising:

a step of displaying a window of a predetermined format corresponding to a commercial transaction document related to providing of the merchandise on  
15 both a first operation terminal used by the provider and a second operation terminal used by the receiver; and

a reflection step of, as information contents necessary for finishing the commercial transaction  
20 document are input by the provider to the window displayed on the first operation terminal, reflecting the input information contents to the window displayed on the second operation terminal.

8. The method according to claim 7, wherein the  
25 method further comprises steps of

when the information contents necessary for finishing the commercial transaction document are input

by the receiver to the window displayed on the second operation terminal, requesting an approval operation by the provider for each of the information contents, and

when the approval operation is not performed,

- 5 restricting the receiver to input the next information contents necessary for finishing the commercial transaction document to the window displayed on the second operation terminal, and

the reflection step reflects the input

- 10 information contents to the window displayed on the first operation terminal when the approval operation is performed.

9. A program which causes a computer to execute a method of claim 7.

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